

HP IT Executive Scorecard

For the Windows® operating system

Software Version: 9.02

Release Notes

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The title page of this document contains the following identifying information:

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Release Notes

This file provides information about Executive Scorecard 9.02

This document is an overview of the changes made to Executive Scorecard. It contains important information that is not included in books or Help. You can find information about the following in this document:

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What's New in Version 9.02

This section describes what's new in Version 9.02.

Data Source Integrations

- **New extensive integration with HP Application Lifecycle Management:**
 - Extensive integration includes gathering information about all the Defects, Tests, Requirements, Cycles, and Releases from the integrated system.
 - Supports the loading of data from all or part of the projects or domains.
 - For details on the supported versions, see the Support Matrix in the [Support Site](http://h20230.www2.hp.com/selfsolve/manuals) (<http://h20230.www2.hp.com/selfsolve/manuals>).
- **Extended integration with HP Service Manager:**
 - The Integration Content Pack brings data from Problem, Interation, Change, SLAOutage, and Program.
 - All major versions of all major versions of HP Service Manager are supported. For details, see the Support Matrix in the [Support Site](http://h20230.www2.hp.com/selfsolve/manuals) (<http://h20230.www2.hp.com/selfsolve/manuals>).
- **Extended integration with HP Project and Portfolio Management:**
 - The Integration Content Pack brings data the request entity.
 - The updated integration content pack brings now data from Demand Management module in HP Project and Portfolio Management.
- A number of stability improvements were made to the 3-source consolidation scenarios.
- The Data Warehouse Data Source Management user interface has been stabilized and improved.

Installation

- During the installation SAP BusinessObjects Data Services for IT Executive Scorecard is upgraded from version 12.2.2.0 to version 12.2.3.2. The upgrade is automatically performed during the upgrade post-install process.

Executive Scorecard

- **VP of Applications page:** The VP of Applications are responsible for developing, growing, and maintaining an organization's portfolio of business software, integration technologies, and application disciplines to drive effective business outcome. The VP of Applications page provides the tools that help the VP of Applications plan, expand and monitor the strategies that help managing the business challenges of that role.
- This version includes translated sources. To enjoy the complete language capabilities, you must install version 9.00 MLU SW Media.
- The JDK used internally by the Executive Scorecard Server has been upgraded to version 1.6.0_26.
- Scorecard, Perspective, Objective, and KPI templates, and Folders are out-of-the-box and read-only to support the upgrade feature.

Universes

Universe architecture change: The architecture of the universes has been modified to support better customization and upgrades. The linked universes were removed. In the new release, to customize an out-of-the-box universe, you must create a new universe, customize it, and link it to the out-of-the-box universe.

Documentation

- **Web Intelligence Reports:** A detailed description of the Web Intelligence reports has been added to the Reference: Web Intelligence Reports in the *IT Executive Scorecard Admin Guide*.
- **List of out-of-the-box KPIs:** For your convenience, the list of out-of-the-box KPIs, their description, business motivation, formula, data source, thresholds, and more, is now provided in a standalone Excel file. The file is also accessible from the online help Documentation Library.
- **The Universe ERDs Guide:** The guide provides the graphical representation of the universes as well as the list of classes, Fact View tables and Dimension View tables. The guide is provided as a PDF and as one of the documents in

Supported Environments

The environments supported by **Executive Scorecard** are described in the Support Matrix document available from the [Support Site](http://h20230.www2.hp.com/selfsolve/manuals) (<http://h20230.www2.hp.com/selfsolve/manuals>).

Installation Requirements

Details about the minimum hardware and software requirements are provided in the Support Matrix document in the [Support Site](http://h20230.www2.hp.com/selfsolve/manuals) (<http://h20230.www2.hp.com/selfsolve/manuals>).

Upgrade from Version 9.00 to Version 9.02

Version 9.02 is a service pack that should be installed after Executive Scorecard Version 9.00 has been installed.

The configuration wizard is expected to perform the following:

- Upgrade the existing Content Packs.
- Install the new HP Application Lifecycle Management Content Pack to allow potential activation for customers who want to integrate HP Application Lifecycle Management as a data source.
- Upgrade SAP BusinessObjects Data Services version 3.2 SP2 to version 3.2 SP3.
- Update the **dwmmetadata** schema to include the DSM Generic Adapter data structure.
- Upgrade the platform with new artifacts for defect fixes.

This section explains how to upgrade to version 9.02 from version 9.00.

Tip: All databases, servers, the SAP BusinessObjects Data Services for IT Executive Scorecard, and the SAP BusinessObjects Enterprise for IT Executive Scorecard must use the same time zone.

Tip: During the upgrade procedure, all ETL streams are aborted, so it is recommended to stop all ETL streams before starting upgrade.

1. **Pre-requisites:** Executive Scorecard Version 9.00 must already be installed.
2. **Backup:**
 - a. Before you perform the upgrade to version 9.02, if you had configured cross-reference property files in version 9.00, backup the following files:
 - **<Installation Directory>\agora\ContentPacks\Core\conflxref.properties.**
 - **<Installation Directory>\agora\ContentPacks\Core\conflxref_service.properties.**
3. **VERY IMPORTANT: Disable Executive Scorecard version 9.00.** Click **Start > Programs > Executive Scorecard > Disable.**
4. **VERY IMPORTANT: Stop some of the Executive Scorecard services.** Open Service Manager, and manually stop the following services:
 - **HP Analytic Application**
 - **HP Analytic MQ Broker**
 - **HP Analytic Web Server**
5. **Install Executive Scorecard version 9.02.** The version 9.02 package .zip file includes the **setup.exe** file that you must click to automatically run the installation wizard. Follow the prompts. Once the installation is complete, **the configuration wizard (post-install procedure) should start automatically** (note that this might take some time).

Note: After installing version 9.02, do not manually start the post-install wizard as it should start automatically (manually starting the procedure would cause version 9.00 of the post-install wizard to run). If the post-install wizard does not start automatically, locate the **<agora home dir>\agora\confwizard\run_sp_postinstall.bat** file and click it. This file is available only after finishing the installation process.

6. **After the upgrade, perform the following procedures:**
 - a. Restore the cross-reference property files that you backed up before the upgrade to the following directories:
 - o **<Installation Directory>\agora\ContentPacks\Core\confxref.properties.**
 - o **<Installation Directory>\agora\ContentPacks\Core\confxref_service.properties.**
 - b. Since the Data Sources are automatically deactivated after the Content Pack upgrade:
 - i. Activate, using the Data Source Management user interface, the relevant Data Sources (content packs), that were active before the Service Pack installation.
 - ii. Activate the alternate Content Pack using the back-end tools.
 - iii. Do not activate the Core Content Pack.
 - c. Recreate all the DWH scheduler you created in Executive Scorecard 9.00. Two options are available:
 - o [Schedule ETL Run](#) in the *Data Warehouse Admin Guide*.
 - o [How to Load a Batch Job](#) in the *Data Warehouse Admin Guide*.
 - d. If you integrate with HP Asset Manager, HP Project and Portfolio Management, or HP Service Manager (meaning that the relevant Content Packs are activated and in use) and you upgrade the data sources to a newer version, you must re-generate the views run the following command : **dw_generateschemas.bat -interface -product {CP}**. You can then take the generated view and re-run it against the existing source system.
 - e. If, in the SAP BusinessObjects Enterprise for IT Executive Scorecard Management Console, when you refresh the data in the updated reports, the reports do not find the updated universe and issue the following error: **Some objects are no longer available in the universe. See your Business Objects administrator. (Error WIS 0001)**, you must perform the following workflow to release the SAP BusinessObjects Enterprise for IT Executive Scorecard .
 - i. Enter, remotely or directly, the upgraded SAP BusinessObjects Enterprise for IT Executive Scorecard machine.
 - ii. Go to the SAP BusinessObjects Enterprise for IT Executive Scorecard data folder (usually in the **Program Files (x86)\Business Objects\BusinessObjects Enterprise 12.0\Data**) and remove its contents without deleting the folder itself .
 - iii. Enter the CMS of the upgraded SAP BusinessObjects Enterprise for IT Executive Scorecard (in BOXI 3, by entering **<machine name>:8080/CmcApp** in the machine explorer.
 - iv. In the CMS, go to Servers, and restart **WebIntelligenceProcessingServer** (usually the server in the list).

Release Notes

The stop-run procedure of the SAP BusinessObjects Enterprise for IT Executive Scorecard for the service takes a few minutes.

Note that this problem is caused by a known bug in SAP BusinessObjects Enterprise for IT Executive Scorecard that prevents the repository from being updated properly during the BIAR file deployment in the upgrade process.

Upgrade from Version 9.01 to Version 9.02

This section explains how to upgrade to version 9.02 from version 9.01.

Note: If you are working with a distributed environment, do not perform the upgrade on the server where SAP BusinessObjects Enterprise for IT Executive Scorecard is installed.

The configuration wizard is expected to perform the following:

- Upgrade the existing Content Packs.
- Install the new HP Application Lifecycle Management Content Pack to allow potential activation for customers who want to integrate HP Application Lifecycle Management as a data source.
- Upgrade SAP BusinessObjects Data Services version 3.2 SP2 to version 3.2 SP3.
- Update the **dwmmetadata** schema to include the DSM Generic Adapter data structure.
- Upgrade the platform with new artifacts for defect fixes.

This section explains how to upgrade to version 9.02 from version 9.01.

Tip: All databases, servers, the SAP BusinessObjects Data Services for IT Executive Scorecard, and the SAP BusinessObjects Enterprise for IT Executive Scorecard must use the same time zone.

1. **Pre-requisites:** Executive Scorecard Version 9.01 must already be installed.
2. **Backup:**
 - a. Before you perform the upgrade to version 9.02, if you had configured cross-reference property files in version 9.01, backup the following files:
 - **<Installation Directory>\agora\ContentPacks\Core\conf\ref.properties.**
 - **<Installation Directory>\agora\ContentPacks\Core\conf\ref_service.properties.**
3. **VERY IMPORTANT: Disable Executive Scorecard version 9.01.** Click **Start > Programs > Executive Scorecard > Disable.**
4. **VERY IMPORTANT: Stop some of the Executive Scorecard services.** Open Service Manager, and manually stop the following services:
 - **HP Analytic Application**
 - **HP Analytic MQ Broker**
 - **HP Analytic Web Server**
5. **Install Executive Scorecard version 9.02.** The version 9.02 package .zip file includes the **setup.exe** file that you must click to automatically run the installation wizard. Follow the prompts. Once the installation is complete, **the configuration wizard (post-install procedure) should start automatically** (note that this might take some time).

Tip: If you work with a non-English language, make sure that all the installation folders

and the names of the schemas are in English.

6. **Proceed with the post-install wizard.**

VERY IMPORTANT: The post-install wizard is automatically displayed after a long wait. Do not attempt to start it manually as it would cause version 9.01 of the post-install wizard to run instead of the correct version.

If the post-install wizard does not start automatically, locate the **<agora home dir>\agora\confwizard\run_sp_postinstall.bat** file and click it. This file is available only after finishing the installation process.

Note: The upgrade procedure upgrades only the new content packs or the content packs with a higher version than the installed content packs.

7. **After the upgrade, perform the following procedures:**

- a. Restore the cross-reference property files that you backed up before the upgrade to the following directories:
 - o **<Installation Directory>\agora\ContentPacks\Core\confxref.properties.**
 - o **<Installation Directory>\agora\ContentPacks\Core\confxref_service.properties.**
- b. Since the Data Sources are automatically deactivated after the Content Pack upgrade:
 - i. Activate, using the Data Source Management user interface, the relevant Data Sources (content packs), that were active before the Service Pack installation.
 - ii. Activate the alternate Content Pack using the back-end tools.
 - iii. Do not activate the Core Content Pack.
- c. Recreate all the DWH scheduler you created in Executive Scorecard 9.01. Two options are available:
 - o [Schedule ETL Run](#) in the *Data Warehouse Admin Guide*.
 - o [How to Load a Batch Job](#) in the *Data Warehouse Admin Guide*.
- d. If you integrate with HP Asset Manager, HP Project and Portfolio Management, or HP Service Manager (meaning that the relevant Content Packs are activated and in use) and you upgrade the data sources to a newer version, you must re-generate the views run the following command : **dw_generateschemas.bat -interface -product {CP}**. You can then take the generated view and re-run it against the existing source system.
- e. If, in the SAP BusinessObjects Enterprise for IT Executive Scorecard Management Console, when you refresh the data in the updated reports, the reports do not find the updated universe and issue the following error: **Some objects are no longer available in the universe. See your Business Objects administrator. (Error WIS 0001)**, you must perform the following workflow to release the SAP BusinessObjects Enterprise for IT Executive Scorecard .
 - i. Enter, remotely or directly, the upgraded SAP BusinessObjects Enterprise for IT Executive Scorecard machine.

- ii. Go to the SAP BusinessObjects Enterprise for IT Executive Scorecard data folder (usually in the **Program Files (x86)\Business Objects\BusinessObjects Enterprise 12.0\Data**) and remove its contents without deleting the folder itself .
- iii. Enter the CMS of the upgraded SAP BusinessObjects Enterprise for IT Executive Scorecard (in BOXI 3, by entering **<machine name>:8080/CmcApp** in the machine explorer.
- iv. In the CMS, go to Servers, and restart **WebIntelligenceProcessingServer** (usually the server in the list).

The stop-run procedure of the SAP BusinessObjects Enterprise for IT Executive Scorecard for the service takes a few minutes.

Note: This problem is caused by a known bug in SAP BusinessObjects Enterprise for IT Executive Scorecard that prevents the repository from being updated properly during the BIAR file deployment in the upgrade process.

Notes and Limitations

Problems and limitations are identified with a Change Request number (QCCRxxxxxxx). Use this number when looking for more information about the problem on the [HP Software Support](#) web site, or when communicating with your HP Support representative.

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Installation Issues

The installation-related issues are as follows:

When running the post-installation wizard, a failure occurs (QCCR126085)

When running the post-installation wizard, the following error message is issued:

Java.lang.Exception: Couldn't start the service named: HGFStartService. reason is: Timeout (60000 millisec) while running (net, start, HPGFStartService)

Workaround: Close the configuration wizard and start the HP Analytic Application service manually.

When the path to the SQLCMD utility includes quotes (inverted commas), the installation of the Data Warehouse fails (init_db failed to execute) (QCCR1A127626)

When installing the SQLCMD utility, make sure that the path to the utility is not enclosed in quotes (") and does not include quotes, as this might cause the installation of Data Warehouse to fail.

Financial Planning Analysis and Executive Scorecard - When installing the Financial Planning Analysis Service Pack post installation fails when the staging and target databases are on different servers (QCCR128055)

When you install Executive Scorecard 9.0 and you create the staging and target databases on different servers using different passwords for the SQL servers, then you install the Financial Planning Analysis content pack (version 9.2), and then you install Financial Planning Analysis Service Pack (version 9.21), the post-install procedure fails.

Workaround: It is recommended to create the staging and target databases on the same server.

HP Application Lifecycle Management KPIs are missing after upgrade to 9.02 (QCCR131538)

After upgrading from 9.01 to 9.02, the HP Application Lifecycle Management, the related KPIs (for example: % of Critical Defects or % of Reviewed Requirements) are missing from the Studio and the KPILib file.

To see if the import of the KPIs and trees failed go to:

<HP_XS>\agora\glassfish\glassfish\domains\BTOA\config\kpitemplates\import\error

Workaround:

1. Copy the
<HP_XS>\agora\glassfish\glassfish\domains\BTOA\config\kpitemplates\import\error\KPILib.xlsx file to the
<HP_XS>\agora\glassfish\glassfish\domains\BTOA\config\kpitemplates\import\load folder.
2. Open the Java Console and run **JMX - importKPITemplates**.
3. Check that the relevant KPIs now appear in the Studio and that the **KPILib.xlsx** file was moved to the **<HP_XS>\agora\glassfish\glassfish\domains\BTOA\config\kpitemplates\import\loaded** folder.

When integrating with data sources installed on named instance database servers, the validation of a named instance fails when the hostname starts with a number followed by letters (QCCR132452)

The problem appears in the Data Source Management user interface only for data sources installed on named instance MS/SQL database servers when you activate the data sources using a host name that starts with a number followed by letters.

Workaround: Use the Automation tool to activate the data source.

When integrating with data sources installed on named instance database servers, the validation of a named instance fails when the hostname is written as <database_IP\instance_name> (QCCR132454)

The problem appears in the Data Source Management user interface only for data sources installed on named instance MS/SQL database servers when you activate the data sources using the IP number instead of the server name.

Workaround: Use one of the following solutions:

- Use the name of the server instead of the IP number.
- Use the Automation tool to activate the data source.

To install SAP BusinessObjects Data Services for IT Executive Scorecard in non-English Operating System, where the Program Files (x86) folder does not exist, create such a folder or create another folder and select it as the installation path for SAP BusinessObjects Data Services for IT Executive Scorecard (QCCR132455)

Using XS Administration shortcuts in the Start Menu under domain user on a Windows 2008 server

If the domain account is used to manage the server, the **Configuration Wizard**, **License Renewal**, **Enable / Disable Executive Scorecard**, and **Uninstall HP Executive Scorecard** shortcuts may not work correctly because the batch files invoked in these shortcuts cannot access the relevant files when the User Access Control feature is enabled.

Workaround: Use one of the following options:

- Disable the User Access Control feature.
- To launch each shortcut, right-click it and select the **Run as Administrator** option.

Installation Issues

The installation-related issues are as follows:

Data Warehouse Issues

The Data Warehouse-related issues are as follows:

The names of the users for the target or staging databases cannot be changed (QCCR120374)

You cannot change the names of the users of the target or staging databases, as currently the users are hard-coded in ETL.

Data Source Management user interface - the HP Asset Manager, HP Service Manager, or HP Project and Portfolio Management Schema Name (Oracle) is not validated and generates incorrect views, the views fail, and the ETL fails (QCCR124469)

Make sure that, when you activate the HP Asset Manager, HP Service Manager, or HP Project and Portfolio Management (Oracle) data source, you enter correct schema name in the relevant page of the Data Source Management User Interface.

Because the HP Asset Manager, HP Service Manager, or HP Project and Portfolio Management Schema Name is not validated, ETL will fail if an incorrect schema name is entered in the Data Source Management user interface, due to the incorrectly generated views.

Workaround:

1. Change the setting (correct the Schema name in the relevant page of the Data Source Management User Interface).
2. Generate the schema using the following command:
DW_generate_Schemas - dw_generateschemas.bat -interface -product (<content_pack_name>). The full path to the batch file is:
<DWH_home_directory>agora\DataWarehouse\bin\dw_generateschemas.bat

Installation of the Executive scorecard cannot work on a Named instance of SQL-server (non-default install name) (QCCR125460)

The installation of HP IT Executive Scorecard or Data Warehouse on an MS-SQL server that uses a named instance is not supported. Only the installation on the default instance of the SQL Server is supported.

In addition, the Asset Management and Service Manager data sources on named instances are not supported.

Data Warehouse Admin Reports - Trying to open SAP BusinessObjects Enterprise for IT Executive Scorecard Reports embedded in the user interface using the secure mode (HTTPS) issues the "Navigation to the webpage was canceled" error (QCCR125900)

When you open a Data Warehouse report in a component in IT Executive Scorecard Dashboard, you may get a warning that the page includes unsecured information. The component uses the https protocol to access the report.

Workaround: To see reports, select **No** in the **Do you want to view only the webpage content that was delivered securely** popup message.

ETL: The SLA_Name column in the SLA_DIM table is truncated to 60 characters (QCCR129343)

If the length of the SLA name exceeds 60 characters, the ETL process truncates the name automatically. A message: **(12.2) 11-07-11 15:18:51 (W) (7328:7312) DBS-070402: |Data flow SM_SLA_SSI_DF|Reader Map_Extraction_To_SSI ODBC data source <xxxxx> warning message for operation <SQLFetchScroll(rowStsArray[])>: <[Microsoft][ODBC SQL Server Driver]String data, right truncation>,SQLState <01004>** (where xxxxx is the name of the data source name) is issued when an SLA name is truncated.

The truncation might be a problem if two SLAs have the same name up to the 60th character.

Note that the truncation of the SLA names does not stop the ETL workflow.

ETL: Fields that contain the 'Enter' delimiter are not handled correctly by ETL (QCCR131337)

Some fields (for example, Comments, Descriptions, and more) do not support the 'Enter' delimiter. If these fields include the 'Enter' delimiter, they are not handled correctly by ETL and they cause ETL to fail.

If this problem occurs, contact [HP Support](http://www.hp.com/go/hpssoftwaresupport) (http://www.hp.com/go/hpssoftwaresupport).

Data Warehouse - HP Service Manager views - The generated SQL scripts used to create views for HP Service Manager versions 9.3, fail when executed on the source (QCCR131566)

When you integrate with HP Service Manager version 9.3 that is using an SQL Server RDBMS and you are running the generated **CreateInterfaces_SM9.2-SMVIEW_DS-mssql.sql** to deploy the relevant content packs, the following error message is issued:

```
Msg 207, Level 16, State 1, Procedure SM_PROBSUMMARY, Line 20
Invalid column name 'REOPEN_TIME'.
Msg 207, Level 16, State 1, Procedure SM_SMCM3RM1, Line 6
Invalid column name 'COMPLETION_CODE'.
Msg 207, Level 16, State 1, Procedure SM_SMCM3RM1, Line 11
Invalid column name 'COMPLETION_CODE'.
Msg 207, Level 16, State 1, Procedure SM_SMCM3RM1, Line 12
Invalid column name 'EMERGENCY'.
```

Workaround: If this problem occurs, contact [HP Support](http://www.hp.com/go/hpsoftwaresupport) (<http://www.hp.com/go/hpsoftwaresupport>).

Integration of HP Service Manager - The generated Create view scripts fail when ran on the data source (QCCR131841)

If the HP Service Manager schemas were customized, the Create view scripts may fail because the core schema structure was modified.

If this happens, it is recommended to request assistance from [HP Software Support Online](http://www.hp.com/go/hpsoftwaresupport), or to contact your HP Support representative directly, so that the views can be adapted to the customer's specific customization.

The SM_INCIDENTSM1 source view is created with capital letters because of inconsistencies in the HP Service Manager version 7.11 source model (QCCR131974)

If the HP Service Manager source database is installed with case sensitive collation, the creation of the SM_INCIDENTSM1 view fails as all the names inside the source database use uppercase letters.

Workaround: Manually change the name of the source column that is used to create the SM_INCIDENTSM1 view to uppercase.

Data Warehouse- Data Source Management User Interface does not pass validation if SQL is configured with a non-default port (1433) (QCCR132105)

The Data Source Management user interface does not pass validation if you enter the syntax of a non-default SQL server in the hostname/IP field, in order to activate a source that is located on a non-default SQL server port.

Workaround: To configure the hostname with the non-default port, the syntax of the hostname IP field should be: (assuming the port is 3821):

MySqlServer.MyDomain.com,3821

When you configure via the back-end tool with this hostname/IP syntax, the ETL passes successfully. For details, see [The Automation Tool](#) in *Data Warehouse Admin Guide*.

XS Application Issues

The Executive Scorecard application-related issues are as follows:

SAP BusinessObjects Enterprise for IT Executive Scorecard Ports (QCCR124707)

In a typical installation, SAP BusinessObjects Enterprise for IT Executive Scorecard ports must be the default ports: 8080 and 6400 . SAP BusinessObjects Data Services for IT Executive Scorecard does not support changes to the SAP BusinessObjects Enterprise for IT Executive Scorecard ports when Tomcat is shared.

ProjectPortfolioManagement - The definition of the "Avg Delivery Time of New Products or Services" KPI may not be accurate (QCCR131120)

The definition of the **Avg Delivery Time of New Products or Services** KPI does not always provide the correct information since it uses date fields that may not represent the actual dates and times of the project.

Workaround: Modify the views to extract the rollout and initiation dates instead of current dates, or change the formula to use start and end dates. For specific details on how to perform this, can contact [HP Software Support Online](http://www.hp.com/go/hpsoftwaresupport) web site (<http://www.hp.com/go/hpsoftwaresupport>).

Do not enter double quotes (") in the name or description of a page in the Dashboard. If you do, the Executive Scorecard logo and the online help links disappear. (QCCR131634)

Content Issues

The content-related issues are as follows:

Localized date in SERVICESTATUS_FACT is not converted from UTC (QCCR122359)

Workaround: Edit the **SERVICESTATUS_CON_ALT_WF** and change the mapping for all **_LOC** dates to **UTC_DATE_TO_DW(<Date>_UTC)**.

Note: This is problematic only for the alternate source. It is working correctly for HP Business Service Management.

Service Manager Data Source CI ORG Information (QCCR125922)

When integrating the HP Service Manager data into the Data Warehouse, KPIs relying on the Organization hierarchies assigned to the Configuration Items (CI) from HP Service Manager may be incorrect.

Workaround: Execute the **CreateInterfaces_SM9.2-SMVIEW_DS-mssql_UpdateCIView.sql** script which is located in the **<DWH_Home>Agora\DataWarehouse\Generated** directory, after the HP Service Manager content pack is initially deployed. This should be executed before ETL is run.

Foundation Issues

The Foundation-related issues are as follows:

The SAP BusinessObjects Enterprise for IT Executive Scorecard installation folder may remain after an uninstall operation (QCCR119971)

If the SAP BusinessObjects Enterprise for IT Executive Scorecard installation folder remains after an uninstall operation, remove it manually. Also remove the SAP BusinessObjects Data Services for IT Executive Scorecard folder. Note that SAP BusinessObjects Data Services for IT Executive Scorecard is installed on the Data Warehouse machine.

SAP BusinessObjects Enterprise for IT Executive Scorecard Reports (QCCR121798)

When connecting to SAP BusinessObjects Enterprise for IT Executive Scorecard via https, select a non-secured connection, otherwise an error message is issued when opening SAP BusinessObjects Enterprise for IT Executive Scorecard reports and the reports are not displayed.

Problem with the HP Analytic MQ Broker service (QCCR122859)

If you have one of the following problems:

- A KPI calculation starts successfully but you receive a **SharedUIException** error message.
- You see a **JMS connection refused** in the server log.
- The calculations stop and there is a message in the event viewer that the MQ broker was stopped and started.

You must stop and start Executive Scorecard from the menu options on the Executive Scorecard and Data Warehouse servers, as follows:

1. On the Windows taskbar click **Start > All Programs > HP Executive Scorecard > Administration > Disable HP Executive Scorecard**. Stopping Executive Scorecard may take some time after the **Disable HP Executive Scorecard** window fades away.
2. On the Windows taskbar click **Start > All Programs > HP Executive Scorecard > Administration > Enable HP Executive Scorecard**.

Setting mechanism - Some settings are not editable if the login is performed with an administrator user after login with limited user (QCCR127842)

If an administrator user logs in after a user with "view settings" permission, then some settings became read only even for the administrator user.

Workaround: Restart Executive Scorecard.

I18n Issues

The I18n-related issues are as follows:

The names of the out-of-the-box components in the out-of-the-box executive pages are not translated into Japanese (QCCR129599)

The names of out-of-the-box components that appear in the out-of-the-box Executive pages in the Dashboard are not translated into Japanese.

Workaround:

- You can recreate the Executive pages using the out-of-the-box components. The names of the components will then appear in Japanese.
- Due to this problem, the export of components does not execute correctly. The workaround is to reimport only the original out-of-the-box Executive pages (in English). After this import operation, the export operation works correctly for the customer-created Executive pages.

ETL cannot get the correct non-English characters from the HP Service Manager/HP Project and Portfolio Management data source database (QCCR130740)

ETL cannot extract the correct non-English characters from the HP Service Manager/HP Project and Portfolio Management data source database to the **SMVIEW_DS_SM_SMLLOCATION_6_EXTRACT_FF** file when running ETL from the Oracle HP Service Manager/HP Project and

Portfolio Management data source with a non-English language, as Oracle databases use the **AL32UTF8** character set.

Workaround:

1. Add the environment parameter as:
 - Name: **NLS_LANG**
 - Value: **AMERICAN_AMERICA.AL32UTF8**
2. Restart SAP BusinessObjects Data Services for IT Executive Scorecard service.

Only English character credentials are supported (QCCR130433)

Do not use non-English characters for user credentials as these characters are not supported.

Fixed Issues

Problems and limitations are identified with a Change Request number (QCCRxxxxxxx). Use this number when looking for more information about the problem on the [HP Software Support](#) web site, or when communicating with your HP Support representative.

The following issue has been fixed: Connection to the database that was lost hasn't been restored and caused the DSM to fail. (QCCR125458)

The following issue has been fixed: The read-only fields that were part of the Admin tab have been restored to read-write but it is recommended to contact Support if you want to modify them.(QCCR126046)

The following issue has been fixed: The XFR_DIM job failed due to a fractional truncation error (QCCR126149)

When you reran the XFR_DIM_JB for the same batch, the job was failing with an error similar to the following:

```
DBS-070401: |Data flow COSTCENTER_XFRN_UPDATE_DF|Loader MO_NORMAL_TO_
UPDATE_COSTCENTER_DIM_XFRN ODBC data source <Database_Server> error
message for operation <SQLExecute>: <[Microsoft][ODBC SQL Server
Driver]Fractional truncation>.
```

The following issue has been fixed: The Executive Scorecard cost views are not recreated to point to Financial Planning Analysis tables (QCCR126239)

If you had installed Financial Planning Analysis after you installed IT Executive Scorecard (including the Data Warehouse), some of the Executive Scorecard views in the Executive Scorecard schema should have pointed to the **itaapp** schema to obtain the allocated data available for Executive Scorecard KPIs. The update of the view was supposed to occur as part of the Financial Planning Analysis Content Pack post-install phase but did not.

The following issue has been fixed: - Oracle source views script cannot be executed for HP Asset Manager (QCCR128131)

Executing **CreateInterfaces_AM<AM_version>-AMVIEW_DS-oracle.sql** was failing with the following error: **SQL Error: ORA-00904: "SUBSTRING": invalid identifier 00904. 00000 - "%s: invalid identifier".**

The integration with data sources installed on named instance SQL servers is supported. (QCCR131234)

Documentation Updates

The first page of this document identifies the:

- Version number for the software.
- Software release date.

Set of available documents

The set of documents available for this release is provided in the Welcome page of the online documentation library that is accessed by clicking the Help link in the top right-hand side of the Executive Scorecard application.

You must have Adobe® Reader installed to view files in PDF format (*.pdf). To download Adobe Reader, go to the [Adobe](#) web site.

Check for recent updates

To check for recent updates or to verify that you are using the most recent edition, visit the [HP Software Product Manuals](#) web site.

To retrieve a document, select the:

1. **Product** name.
2. **Version** list.
3. **Operating System**.
4. Preferred **Language**.
5. Document title.
6. Click **Open** or **Download**.

Documentation Errata

The following documentation items have changed or added to the documentation.

Tip: For customers integrating with the HP Project and Portfolio Management data source, note that Demand Management is referred to in the documentation and the Executive Scorecard user interface as Request Management.

Note: To access the documentation in PDF format and to access the list of KPIs (in Excel format), access the <HP_XS>\agora\docs\pdfs.

Data Warehouse Admin Guide

In the Integrate the ALM Data Source section please read the **Connect to ALM on a Secured Connection** subsection as follows:

Connect to ALM on a Secured Connection

1. Export the ALM SSL certificate to a file. For details, see the ALM *Hardening Guide*.
2. After the post-install procedure is finished, reveal the ALM certificate to Data Warehouse, by importing the SSL certificate trusted by the ALM server into the JDK key store using a tool provided by the JDK called **keytool.exe** by running the command :
 - a. **On the server side (glassfish):** Run the "%BTOA_HOME%\jdk\jre\bin\keytool" -importcert -alias <alias> -file <path_to_certificate> -keystore "<JRE>\lib\security\cacerts" -trustcacerts -storepass changeit command.

For example: "c:\HPXS\agora\jdk\jre\bin\keytool" -importcert -alias hpxs -file "c:\Program Files (x86)\Business Objects\BusinessObjects Data Services\ext\Jre\lib\security\ymbtoarnd09.cer" -keystore "c:\HPXS\agora\jdk\jre\lib\security\cacerts" -trustcacerts

- b. **On the client side (SAP BusinessObjects Data Services for IT Executive Scorecard):** Run the "%BODS_HOME%\jdk\jre\bin\keytool" -import -alias <alias> -file <path_to_certificate> -keystore "<JRE>\lib\security\cacerts" -storepass changeit command.

For example: "c:\Program Files (x86)\Business Objects\BusinessObjects Data Services\ext\Jre\bin\keytool" -import -alias jboss6 -keystore "c:\Program Files (x86)\Business Objects\BusinessObjects Data Services\ext\Jre\lib\security\cacerts" -file "c:\Program Files (x86)\Business Objects\BusinessObjects Data Services\ext\Jre\lib\security\ymbtoarnd09.cer" -storepass changeit

Note:

- The default password for JVM keystore is a 'changeit'. If this password was not changed before, use the default keystore password for certificate import.

- In Data Source Management, the specified machine name must be identical to the name of the machine for which the certificate is issued.

3. Select the **Is secured** toggle-button in the activation parameters screen.
4. Change the port to a secured port (default is 8443).

Localization and Globalization

The localization and globalization information is described in the Support Matrix document available from the [Support Site](http://h20230.www2.hp.com/selfsolve/manuals) (<http://h20230.www2.hp.com/selfsolve/manuals>).

